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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application: Shaw et al.

Serial No.: 09/746,396

Filed: 12/21/2000

For: System And Method Of Personalizing
Communication Sessions Based On User
Behavior

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Attorney Docket: 26162.48

Art Unit: 2143

Examiner: Jaroenchonwanit, B.

REQUEST FOR PERMISSION TO WITHDRAW AS ATTORNEY OF RECORD

Commissioner for Patents
PO Box 1450
Alexandria, VA 22313-1450

Dear Sir:

I, the attorney signing below, respectfully request permission to withdraw from all further responsibility in this case in accordance with 37 CFR § 10.40(c)(5). I am signing below on behalf of all the other attorneys of record listed in the declaration and power of attorney filed in this case.

I respectfully request that the attorneys of record be granted permission to withdraw from all further responsibility in this case in accordance with 37 CFR § 1.36.

The basis for the request for withdrawal is 37 CFR § 10.40(c)(5), namely, my Client knowingly and freely assents to termination of my employment.

All papers and property concerning this patent application have been delivered to the following:

Ms. Theresa Boyce
Nortel Networks Limited
Department 9545, NC2, M/S D16/02/0E2
4006 E. Chapel Hill-Nelson Highway
Research Triangle Park, NC 27709-3828

Status of Application: Awaiting further action from the Patent Office

The undersigned respectfully requests approval. **This form submitted in TRIPLICATE.**

Respectfully submitted,

David L. McCombs
Registration No. 32,271

Date: 17 SEPT 2004
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D1278560.1

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Commissioner for Patents PO Box 1450, Alexandria, VA 22313-1450 on 9-20-04

Gayle Conner